



## **MEDIA RELEASE**

### **PUBLIC SERVICE ANNOUNCEMENT**

### **APRIL IS NATIONAL 9-1-1 EDUCATION MONTH**

### **"BE 9-1-1 READY"**

**SANTA BARBARA, CA – April 3, 2013**

April is National 9-1-1 Education Month; "Be 9-1-1 Ready". Listed below are some things to remember when calling 9-1-1

#### **Be 9-1-1 Ready:**

- **Know Where You Are:** Where are you right now? Tell the Dispatcher exactly where to find you?
- **Don't Text to 9-1-1:** Your local 9-1-1 may not be able to accept text messages, photos and video. A voice call continues to be the best way to reach 9-1-1.
- **Use a Landline:** Whenever possible, use a landline to call 9-1-1. Cell phone calls aren't always routed to the closest call center and it takes time to transfer your call to the call center.
- **Stay Calm & Ready to Listen:** The Dispatcher will repeat your information; remember 9-1-1 is there to assist you until help arrives. Be ready to listen and follow directions.

#### **Additionally:**

- When calling 9-1-1, one of the first things you'll be asked to provide is the location of the emergency you're reporting.
- The call taker may not automatically know your location or may ask you to confirm it.
- Tell the call taker the location of the emergency. Provide landmarks such as cross streets and mileposts.
- Always be aware of your surroundings.

#### **Know your cell well:**

- The current 9-1-1 system is designed for voice communications only.
- Your cell phone may not go to the designated call center; make sure you know what dispatch center you need to contact and relay that to the operator.
- Lock your keypad when you're not using your phone, so 9-1-1 isn't dialed by mistake. For the same reason, don't put 9-1-1 on speed dial.
- Do not give old phones to children as toys. A wireless phone with no active service can still call 9-1-1.
- If you accidentally call 9-1-1, stay on the line and tell the Dispatcher that you do not have an emergency – DO NOT HANG UP!

**Know how to use 9-1-1 with the phone you own:**

- Before you need help in an emergency, be sure to understand how the type of phone you use affects your call to 9-1-1.
- Cell phones may not automatically tell 9-1-1 where you are.
- Know the capabilities of the device you are using (landline, cellular, VoIP) when calling 9-1-1.
- You may be in a facility where you will need to dial 9-9-1-1 (such as a school, university, hospital, government building, etc.), make sure you understand how your phone works.

**Remain calm, be prepared:**

- Try to stay calm, listen carefully, give information and follow all instructions.
- In an emergency, seconds matter, so being knowledgeable and prepared can make all the difference.
- Knowing when to call and what to expect when you phone 9-1-1 can help reduce fear and feelings of helplessness in an emergency.

**Help 9-1-1 help you:**

- The more you know what to expect when you call 9-1-1, the faster 9-1-1 can get you the help you need.
- If you dial 9-1-1 for a non-emergency matter, you are tying up resources that could be needed in a real emergency.
- You can save a life! Follow all instructions the 9-1-1 call taker gives you, and don't hang up until the call taker does.

**Remember 9-1-1 is for emergencies only!** For more information contact the City's Office of Emergency Services at 805-564-5711.

*Contact: Yolanda McGlinchey, Emergency Services Manager*

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